

Date: January 28<sup>th</sup>, 2019

Subject: Questions and Answers for RFP No. 19-0903006-004

In accordance with the subject Request for Proposal (RFP), the following are answers to questions which have been submitted prior to January 22, 2019 5 PM CST. These questions are for informational purposes only; they do not alter the requirements specified within the RFP. Any changes to the RFP will be accomplished by the Office of Procurement Management through the use of an addendum.

1. **Question:** Has the Agency participated in any presentations in the past 12 months from any potential vendors? If so can you provide the company names and dates of the presentation?

**Answer: The Department of Health has researched different vendor offerings in the past 6 months.**

2. **Question:** Has the Agency received any information pricing quotes for a replacement system for the EMS in the past 12 months? If so can you provide the company names of those who submitted pricing?

**Answer: No**

3. **Question:** Does the Agency have a budget for this project? If so can the Agency provide that budget or ball park budget for the project?

**Answer: No**

4. **Question:** Who is the current vendor for the system being used today by the Agency?

**Answer: EMS Data Systems**

5. **Question:** Why is the Agency leaving the current vendor?

**Answer: The Department of Health is seeking proposals from all potential vendors, including the current vendor, to consider what options may be available to best fit our needs.**

6. **Question:** How long has the Agency been using the current vendor solution?

**Answer: 15+ years**

7. Question: We have a Named User licensing structure. We define Named Users as "staff with access to the back-office Software regardless of whether such access is concurrent or consecutive." Based on this definition, how many total Named Users does the agency anticipate having on its new system?

**Answer: There would be up to 5 names users as you indicate.**

8. Question: Section 3.1 states: "The Offeror shall provide an 'off the shelf' software solution that is in final form, ready-for-market and installation ready." There is also indication that the awarded contractor would be expected to deliver the fully functional software system by September 2019. This seems to suggest that the State is seeking a modular/canned solution that is near ready for use with little configuration to meet the needs of the State. Would the State be open to a COTS solution that requires significant configuration to personalize the solution to the State's needs so long as it can be implemented within the desired timeframe?

**Answer: The Department would be open to a COTS model requiring personalization.**

9. Question: Sometimes we see that an agency desires to meet an overall schedule but struggles with finding the time to deliver on regularly scheduled items which add up to the total schedule. Given any limited resources on the part of the State, will 10-day turnarounds on vendor approval requests be met, and where not met, what opportunities for recourse might be available to coordinate between teams to ensure the appropriate attention to the project to ensure a timely delivery?

**Answer: The Department will work with the awarded vendor to establish realistic timeframes to ensure project success.**

10. Question: In light of answers to vendor questions being provided January 25, and RFP responses being due February 1, only 7 days later, we are concerned with the time available to consume, adjust, and submit a quality response. Would the State consider extending the Proposal due date?

**Answer: We are unable to extend the proposal due date**

11. Question: How many legacy databases do you have, from which we'll convert?

**Answer: Our current system tracks EMS providers and licensures ambulance services**

12. Question: How many entity types and address types do you need to track in your system?

**Answer: Up to 5**

13. Question: How many security groups (user groups) do you envision having?

**Answer: Up to 5 security groups**

**14. Question:** How many one-way or two-way data exchange interfaces will you require (imports or exports)?

**Answer:** Up to 5 exchange interfaces

**15. Question:** How many application processes do you require?

**Answer:** We need additional clarification on this

**16. Question:** How many back-office renewal processes (types) do you need?

**Answer:** We need additional clarification on this

**17. Question:** How many reciprocity processes if any do you need?

**Answer:** Up to 200

**18. Question:** How many reinstatement processes if any do you need?

**Answer:** Up to 100

**19. Question:** Do you require any processes do you have for tracking continuing education hours?

**Answer:** Yes—we would require tracking and reporting

**20. Question:** If so, how many audit processes do you have for continuing education?

**Answer:** 10%

**21. Question:** Do you ever need to "park" a payment before creating the entity?

**Answer:** Yes

**22. Question:** How many online application processes (types) will you need?

**Answer:** Up to 10

**23. Question:** How many online renewal processes (types) do you need?

**Answer:** Up to 10

**24. Question:** Will you require more than one type of online license verification process? How many?

**Answer:** Up to 2

**25. Question:** Will applicants require any online systems for tracking their status? How many processes?

**Answer:** Yes, up to 3

**26. Question:** Whether companies from Outside USA can apply for this?

**Answer:** There are no restrictions on who may submit a proposal. Services being performed outside the USA may be a factor in the award decision process; restrictions on where data can be physically be hosted may apply.

**27. Question:** Whether we need to come over there for meetings?

**Answer:** Demonstrations and informational meetings may occur via webinar. However, the awarded entity will likely need to be available for in-person meetings during implementation.

**28. Question:** Can we perform the tasks (related to RFP) outside USA?

**Answer:** See response to Question 26 above.

**29. Question:** Can we submit the proposals via email?

**Answer:** Proposals must be submitted as dictated in the RFP.